Home User Guide

SILAS COURT, HESTERS WAY ROAD,

CHELTENHAM, GLOUCESTERSHIRE, GL51 0RJ

	Water	Gas	Electric
Supplier	Severn Trent	N-power	N-power
Meter Reading			
Meter Number			
MPRN/MPAN	-		
Emergency Contact	Severn Trent	National Grid	Western Power
Emergency Number	0800 783 4444	0800 111 999	0800 365 900

CONTENTS

WELCOME 7

0.1 Getting Started 9
0.1.1 Provisions of Information in Alternative Formats 9
0.1.2 In an Emergency 10
0.1.3 Reporting Problems 11

PART ONE 13

1.1 Quick Start Guide 13
1.1.1 Key Features 13
1.1.2 Smoke & Fire Alarms 13
1.1.3 Rainwater Harvesting 13
1.1.4 Insulation 14
1.1.5 Timber Frame 14
1.1.6 Efficient Boiler 15
1.1.7 General Advice 15
1.1.8 Tips 16

1.2 Settings 17
1.2.1 Heating your Home 17
1.2.2 Internal Lighting 18
1.2.3 External Lighting 18
1.2.4 The Bathroom 19
1.2.5 The Kitchen 20
1.2.6 The Hall 21
1.2.7 The Garden 21

1.3 Links, References and Further information 22

PART TWO 24

2.1 Climate Change 24
2.1.1 What is Climate Change? 24
2.1.2 The Cause of Climate Change 24
2.1.3 The Effects of Climate Change 25
2.1.4 What Can Be Done? 26

2.2 Energy Saving Tips 27

2.3 The Code for Sustainable Homes (CSH) 28

2.4 Detailed Operations 30
2.4.1 Efficient Boiler 30

2.5 Links, References and Further information 32

PART THREE 34

3.1 Environmental Strategy & Design Features 34
3.1.1 Mechanical Ventilation Heat Recovery (MVHR) 34
3.1.2 Solar Hot water 35
3.1.3 Rainwater Harvesting 36
3.1.4 Sustainable (Urban) Drainage Systems 37
3.1.5 Prefabricated Timber Frame 38
3.1.6 Low-E Glass 38
3.1.7 Certified Timber 38
3.1.8 Tips on Energy Saving 39

3.2 Energy Usage 40
3.2.1 Energy Performance Certificates 40
3.2.2 Details of EU labeling scheme for white goods 41
3.2.3 Low energy light fittings 42

3.3 Water Usage 43
3.3.1 Sanitary Ware 43
3.3.2 Using the shower 44
3.3.3 Water saving measures and tips 45
3.3.4 Water Butt 46
3.3.5 External water use and efficiency 47

3.4 Waste & Recycling 48
3.4.1 Your household refuse and recycling service 48
3.4.2 Information on recycling bins and their location 52
3.4.3 Waste and Resources Action Programme (WRAP) 53
3.4.4 Recycling 54
3.4.5 Bulky Waste Collection 55
3.4.6 Household Recycling Centres (HRC's) 57
3.4.7 Information on compost bins and their location 58

3.5 Sustainable DIY 60

3.6 Tips for making the best use of your Home 62
3.6.1 General 62
3.6.2 Minimising Condensation 64
3.6.3 Care of Kitchen 67

3.7 Emergency Information 69
3.7.1 General 69
3.7.2 Electrical 70
3.7.3 Carbon Monoxide 71
3.7.4 Plan Your Escape 72

3.8 Links, References & Further Information 73

PART FOUR 75

4.0 Site and Surroundings 75
4.1.1 Places to Visit 75
4.1.2 Train 76
4.1.3 Bus Route 77

4.1.4 Park & Ride Schemes 78
4.1.5 Cycle paths 79
4.1.6 Car Hire 80

4.2 Local Amenities **81**
4.2.1 Responsible Purchasing 85
4.2.2 Emergency Information 86

4.3 Links, References & Further Information **87**

PART FIVE **91**

Appendices **91**

5.1 Energy Performance Certificates **91**

5.2 Electric Safety Certificate **91**

5.3 Gas Safety Certificate **91**

5.4 Shopper's Guide to Green Labels **91**

5.5 European Labeling Scheme Information **91**

5.6 Bus Timetable **91**

WELCOME

Firstly welcome to your new home.

This guide has been created with you in mind and aims to help you understand and operate your new home effectively. It has been designed to help you after all of the stress of moving so sit back and relax. The guide firstly introduces you to the key features of your home and under Part One you are provided with a Quick Start Guide which aims to allow you become acquainted with the functions of your home.

Under Part Two you are introduced to the reasons why your home has been build to achieve 3 stars under the Code for Sustainable Homes by explaining climate change and offering practical advice which will help you to reduce household consumption and waste.

Part Three looks in more detail at the strategy & design features of your home and the reasons for their use. It gives guidance on DIY using the best suited materials and products for your home. Emergency information it also provided (should the DIY not go so well). It also looks at how waste, water & energy usage has been reduced in the design and how you can reduce it further through simple changes. Part Four takes a closer look at the development as a whole and the surrounding area suggesting cycle routes and gives details on local amenities and how to make the best use of public transport. It gives contact details for everything that we thought you may need. Part Five is the appendices section which is where you will find all your certificates, cycle routes and bus time tables and anything else we couldn't cram in to the guide itself.

WELCOME

We appreciate that this is a rather long guide and a lot to take in. However it is important that the guide covers all the aspects which will help to reduce the stress and help should something go wrong, so please take your time to read through. We would recommend that you read through the quick start guide as soon as possible as it has everything you need to get started including the bits to touch and the bits not to (lets face it we all like to press buttons). If any problems should arise we recommend you refer back to this guide for assistance and if it does not solve your problem at least you can tell the housing association's customer service representative the page number and picture number so they can look at the guide their end (rather than trying to explain that the 'thingamajig' is broken).

Once again welcome to your new home,

Markey Construction

GETTING STARTED

This document is important. Keep it safe, Know where it is.

0.1.1 Provisions of Information in Alternative Formats

If you would like any further information on this HUG or require an alternative format of the guide please contact the following;

Oxbode Housing Association
9 Pullman Court
Great Western Road
Gloucester
Gloucestershire
GL1 3ND

phone: 01452 505359

Fax: 01452 300797

E-mail: info@oxbodehousing.org.uk

Web site: www.oxbodehousing.org.uk

Opening times: 9.00am - 1pm & 2pm – 5pm Monday to Friday

Alternatively electronic versions can be found at the following address

www.markeyconstruction.co.uk

Please Note: Any instructions issued by Oxbode Housing Association must take precedence over the information provided in this guide.

GETTING STARTED

0.1.2 In an Emergency

Make sure that you know where the cut offs and switches are situated, so they can quickly be turned off should an emergency situation arise.

Turn off the ELECTRICITY at the consumer unit in your Hall by flicking the switch to off

Turn off the WATER under the kitchen sink

You may be charged for attending to problems caused by wilful damage as detailed in your Tenancy Agreement and Oxbode “Tenants’ Handbook”. Reference should also be made to the Oxbode “Repairs Handbook” provided in the sign-up pack.

GETTING STARTED

0.1.3 Reporting Problems

Please contact Oxbode by the most convenient method for you.

Our registered office address:

Oxbode Housing Association
9 Pullman Court
Great Western Road
Gloucester
Gloucestershire
GL1 3ND

For repairs during office hours 9 – 5pm please call:

General Enquiries: 01452 505359 Fax: 01452 300797

Ask for Hannah or Jane

E-mail: info@oxbodehousing.org.uk Web site: www.oxbodehousing.org.uk

Out of hours:

General building repairs: A1 Maintenance – 0845 3017444

Gas repairs: ALHCO 0800 3283555

PART ONE

1.1 Quick Start Guide

1.1.1 Key Features

To help you to reduce the running costs of your home and live in a more sustainable way, your home has been constructed using environmentally friendly materials & products. These materials & products have been selected as they are best suited to keep your living costs down whilst reducing the demand on natural resources and energy intensive manufacturing and construction methods.

1.1.2 Smoke & Fire Alarms

Your home has been fitted with a heat alarm and an optical alarm. Both of these alarms run off mains power and in the event of power failure have a rechargeable battery backup which can last up to 6 months without a mains power supply.

1.1.3 Rainwater Harvesting

A rainwater harvesting system has been installed on your property to reduce the demand of mains water. This will help reduce the cost of water bills by providing a free source of water. It also helps to reduce the risk of flooding by storing water onsite rather than water running directly into storm drains. This water can then be used to flush toilets in your home.

It requires no maintenance and you will not even know its there. The water is collected from your downpipes and is then stored in a tank under the driveways of plots 13-14. It is then pumped in a tank in your attic and used as and when required. If the tank is full it will automatically flow into the surface water drainage and when it is empty it will automatically select water from the mains.

PART ONE

1.1.4 Insulation

Your home has been insulated to a very high standard which has helped reduce the demand on your heating system, resulting in lower heating bills, a home that retains heat well and is heated quickly. The environmental benefit is that it you will not require much energy to heat which reduces the amount of carbon emitted.

1.1.5 Timber Frame

A timber frame construction method was chosen it heats up your home quicker. It offers a quicker construction time than a typical masonry structure and requires lower maintenance. The timber which has been used has been sourced from sustainably managed forests which, generally, plant more trees than those that are cut down.

PART ONE

1.1.6 Efficient Boiler

Your home has been fitted with a highly efficient Baxi Megaflo System Boiler which will help reduce the heating costs within your home when compared to a typical boiler. As with most boilers the heat is distributed through the radiators found throughout your home. These can be controlled individually either through the Thermostatic Radiator Valves (TRV) which is on the radiator itself or through the master control which can be found in the hall of your property.

1.1.7 General Advice

- All residents will need to contact Cheltenham Borough Council to order their refuse bins and recycle boxes. Please call 01242 262626 or visit www.cheltenham.gov.uk

- Your home has been designed to live in for an entire lifetime. This means that provisions have been made for your home to be adapted as and when it needs to be. If required a home office can be created in one of the bedrooms meaning that you have enough space for a desk as well as a bed with additional sockets and telephone/internet connection. There are provisions for a lift to be installed in your living room should you need it, a stair lift, a spur for a electric fire in your living room and, in your kitchen a work counter and unit has been designed to be easily removed should you need to install a dishwasher or tumble dryer with a spur behind the unit. For added security there is also a spur for an intruder alarm should you wish to have one installed.

- The boundaries and fences that are your responsibility will be clearly defined at sign-up. If you have a query about the boundaries of your home or the location of your parking space(s) please contact your Neighbourhood Housing Officer. If you have a problem with the planting, boundaries or fencing, please contact your Neighbourhood Housing Officer on 01452 505359.

PART ONE

1.1.8 Tips

- Your housing association hold no responsibility for your contents so please ensure that you arrange a comprehensive contents insurance policy to cover you for fire, burglary, house break-in, storm and flood damage and other risks as soon as you move in.

- If you are installing digital television, please be aware that the wiring has already been done for you. Make the engineer aware to avoid unnecessary cabling around your house.

- When carpeting the stairs please screw down carpet grips rather than nail as this will avoid damage and creaky stairs.

PART ONE

1.2 Settings

1.2.1 Heating your Home

To make things as simple as possible each property has been provided with a Myson MRT1 standard thermostat, you will find located in your hall. This is the master control for setting the temperature throughout your home. There are individual controls on radiators which are known as thermostatic radiator valves (TRV's). These can be used to adjust to control the temperature in individual rooms. If you decide to turn off radiators in unused rooms, spare bedrooms etc, you may experience slightly lower room temperatures in rooms adjacent to unheated rooms.

Operating the thermostat

- Set the desired temperature on the control knob against the setting mark.
- The temperature range may be limited to a set parameter. To lock the setting you will need to lift off the control knob cover and lifting the pins to suit the desired temperature range.

It is important to note that the thermostat and the TRVs are the only units that you need to adjust.

PART ONE

1.2.2 Internal Lighting

LED track lighting

bulbs available from most DIY stores

Bathroom

your bathroom has LED spot lights fitted

bulbs available from most DIY stores

Lighting in other areas

Standard 2 pin pendant light fittings

1.2.3 External Lighting

At the front of your property an ASD half lantern has been fitted.

To the rear is a 100 W Bulkhead with photocell sensor

PART ONE

1.2.4 The Bathroom

- MVHR

In your bathroom you will find an inlet which removes all the spent air. This operates when the bathroom light is turned on. Once the light is turned off the fan will continue to operate for 20 minutes.

- Light & Shaver Socket

In your bathroom you will find a light above your sink, to operate simply pull the cord. The Shaver Socket operates independently of the light.

It is also worth noting that a future spur has been provided to allow for a powered window in the properties that have a vanity unit which restricts the ability to operate the window.

PART ONE

1.2.5 The Kitchen

In your kitchen you will find a grid switch that operates the following:

W/M Washing Machine
F/F Fridge Freezer
Hood Cooker Hood

This is the cooker switch.
There are also plenty off additional sockets for your appliances

MVHR - Outlet

In your kitchen you will have an outlet which will extract the spent air and recycle the heat which will then be circulated into the living areas of your home.

Similarly to bathrooms, any property which has a work top limiting the ability to operate the window effectively without stretching has been provided with a future spur to allow for a powered window.

PART ONE

1.2.6 The Hall

- Electrical consumer unit

A NHRS15SSLHI Wylex NH consumer Unit has been installed which has been designed to British and International standards.

A consumer unit is fitted with fuses and is often referred to as a "fuse box".

- Thermostat

The Myson MRT1 thermostat provides temperature control for your heating.

1.2.7 The Garden

The boundaries and fences that are your responsibility will be clearly defined at sign-up. If you have a query about the boundaries of your home or the location of your parking space(s) please contact your Neighbourhood Housing Officer. If you have a problem with the planting, boundaries or fencing, please contact your Neighbourhood Housing Officer on 01993 890000.

PART ONE

1.3 Links, References and Further information

Oxbode Housing Association

9 Pullman Court, Great Western Road,
Gloucester, Gloucestershire, GL1 3ND

01452 505359
info@oxbodehousing.org.uk

Cheltenham Borough Council

Municipal Offices Promenade, Cheltenham,
Gloucestershire, GL50 9SA

01242 262626
enquiries@cheltenham.gov.uk

N Power

PO Box 93, Peterlee
SR8 2XX

0800 073 3000

Severn Trent

Severn Trent Water Ltd, Customer Relations,
PO Box 5310, Coventry, CV3 9FJ

08457 500 500
customer.relations@severntrent.co.uk

PART TWO

2.1 Climate Change

2.1.1 What is Climate Change?

'Climate Change' refers to changes in the earth's temperature over the last 100 years. Changes in climate can be caused by adjustments to climatic systems such as a volcanic eruption and cyclical changes in solar activity.

Today, climate change is most often used in to depict an anthropogenic (human) change to climate. The principal way in which humans are understood to be affecting the climate is through the release of greenhouse gases into the atmosphere.

Climate Change is used interchangeably with "global warming" both of which reflect a trend of warming that scientists have observed over the past century. Climate Change is a more fitting term than global warming, as climate change describes the broader changes in climate.

2.1.2 The Cause of Climate Change

There is now strong evidence and almost universal agreement between scientists & academics that significant recent global warming can not be explained just by natural causes. Humans are changing the climate by their actions through heating our homes, running our cars, construction and manufacturing all of which emit greenhouse gases, which warm the atmosphere.

In the last 100 years, the Earth has warmed by 0.75 degrees Celsius. Global sea levels have risen, glaciers and sea ice have melted, and extreme weather events, like floods and droughts, have been more frequent and unpredictable.

PART TWO

2.1.3 The Effects of Climate Change

The effects of climate change can be seen in the UK and around the world. UK temperatures, including those of British coastal waters, have already risen. Globally, extreme weather is predicted to become more common and to have a negative impact on humans, animals and plants.

Globally, 2000 to 2009 was the warmest decade since records began in 1850. The average temperature of the atmosphere near the Earth's surface has risen by about 0.75 degrees Celsius since around 1900.

The overwhelming view amongst climate science experts is that, if we continue to emit greenhouse gases:

- global temperatures could rise between 1.1 and 6.4 degrees above 1980 to 1999 levels
- this could happen by the end of the 21st century

The exact amount depends on the levels of future greenhouse gas emissions.

PART TWO

2.1.4 What Can Be Done?

Tackling climate change will be one of the most important things this generation does, and everyone needs to get involved. Every day, more and more people are taking actions to help reduce carbon emissions and tackle other environmental problems. Here are some ideas about how you can help.

1. Save energy and water at home

The energy you use at home is likely to be your biggest contribution to Climate Change. 80 percent of the energy used goes on heating and hot water, so this is a good place to look for savings.

2. Getting around

Travel accounts for around a quarter of all the damage individuals do to the environment, including climate change effects.

3. Eating and Drinking

Producing, transporting and consuming food is responsible for nearly a fifth of our Climate Change effects. Some foods have a much bigger impact on the environment than others.

4. Recycling and cutting waste

Reducing, reusing and recycling waste saves on the raw materials and energy which are needed to make new paper, metal, glass and other items. Saving energy helps tackle climate change.

5. Greener shopping

There are now lots of choices you can make when shopping that help take care of the environment.

PART TWO

2.2 Energy Saving Tips

10 ways to save energy, money, and help prevent climate change.

1.	Turn your thermostat down	Reducing your room temperature by 1°C could cut your heating bills by up to 10 percent. If you have a programmer, set your heating and hot water to come on only when required rather than all the time.
2.	Check your thermostat	Is your water too hot? Your cylinder thermostat should be set at 60°C/140°F.
3.	Stop heat escaping	Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.
4.	Check your lights	Always turn off the lights when you leave a room.
5.	Turn off appliances	Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.
6.	Wash full loads	If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.
7.	Use what you need	Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).
8.	Turn off taps	A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off!
9.	Energy saving light bulbs	They last up to 10 times longer than ordinary bulbs, and using one can save you around £40 over the lifetime of the bulb.
10.	Energy saving trust	Visit www.est.org.uk and carry out a home energy check. By answering a few simple questions about your home you will receive a free, impartial report telling you how you can save on your household energy bills.

PART TWO

2.3 The Code for Sustainable Homes (CSH)

The Code for Sustainable Homes (CSH) is an environmental assessment method for rating and certifying the performance of new homes. It is a scheme lead by the Department of Communities and Local Government (DCLG) and has been created to encourage continuous improvement in sustainable home building.

2.3.1 Scope and Scoring

The Code uses a sustainability rating system – indicated by 'stars', to communicate the overall sustainability performance of a home. A home can achieve a sustainability rating from one (*) to six (*****) stars depending on the extent to which it has achieved Code standards. One star is the entry level – above the level of the Building Regulations; and six stars is the highest level – reflecting exemplar development in sustainability terms.

The sustainability rating which a home achieves represents its overall performance across the nine Code design categories, these include:

- Energy
- Water
- Materials
- Surface water run-off
- Waste
- Pollution
- Management
- Health and well-being
- Ecology

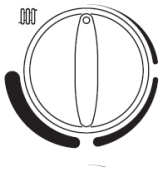
PART TWO

2.4 Detailed Operations

2.4.1 Efficient Boiler

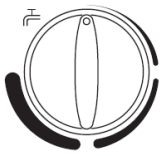
Your home has been fitted with Baxi Megaflo 15he highly efficient boiler which converts at least 86% of the fuel it burns into heat. For this reason it is 91.1% efficient and is the highest SEDBUK (2005) (which is the Government's top level) and will save on your heating bills and help the environment by using less fuel.

Operating instructions



Central Heating Temperature Control

Turn the knob clockwise to increase or anticlockwise to decrease the temperature. Range 25 - 80° C.



Domestic Hot Water Temperature Control

Turn the knob clockwise to increase or anticlockwise to decrease the temperature.

Central Heating System Pressure

The normal operating water pressure is between 1 and 2.0 bar. If the pressure exceeds 3 bar the safety pressure valve will operate and a fault is indicated. Contact your Installer.

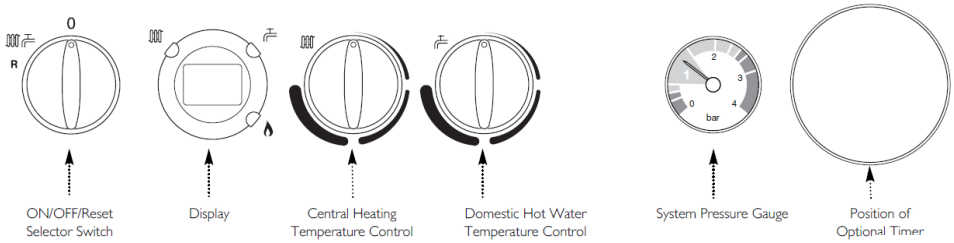
PART THREE

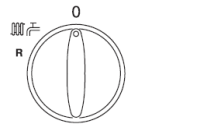
Central Heating Indicator - The indicator will illuminate when the boiler is in the central heating mode.

Domestic Hot Water Indicator - The indicator will illuminate when hot water is being supplied to a tap or shower.

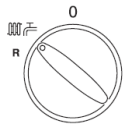
Burner On Indicator - The indicator will illuminate when the burner has fired and is heating your central heating or domestic hot water.

Boiler Output Temperature - In either the central heating or domestic hot water position the display will illuminate showing the current boiler temperature in degrees centigrade.

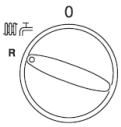




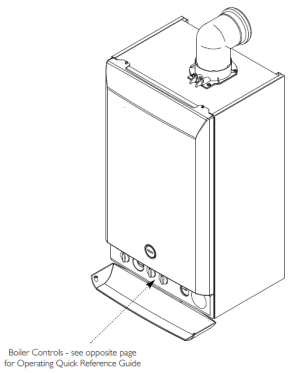
OFF Position
The boiler will not operate.



Central Heating & Hot Water
Both Heating & Hot Water will operate.



Reset
Hold for approx 5 seconds and relea



PART TWO

2.5 Links, References and Further information

Energy Savings Trust	
21 Dartmouth Street,	0800 512 012
London, SW1H 9BP	www.**est**.org.uk
Act on CO^2	
Whitehall Place,	0800 512012
London, SW1A 2AW	www.**direct**.gov.uk/ActOnC
Department of Energy and Climate Change	
3 Whitehall Place,	0300 060 4000
London, SW1A 2AW	www.**decc**.gov.uk
Met Office	
Fitzroy Road,	0870 900 0100
Exeter, EX1 3PB	www.**metoffice**.gov.uk
Stroma	0845 621 11 11
Pioneer Way, Castleford,	www.**stroma**.com
West Yorkshire, WF10 5QU	info@stroma.com
BRE	01923 664000
Bucknalls Lane,	www.**bre**.co.uk
Watford, WD25 9XX	enquiries@bre.co.uk

PART THREE

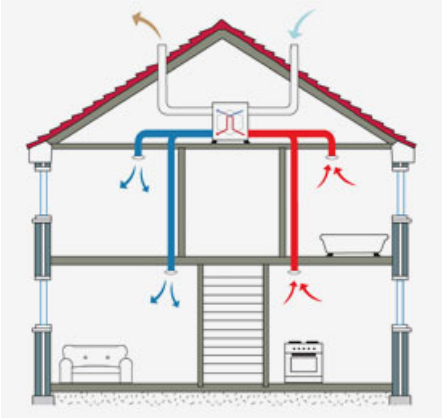
3.1 Environmental Strategy & Design Features

3.1.1 Mechanical Ventilation Heat Recovery (MVHR)

Your home has been designed to be air-tight this means that there very little natural ventilation in your home. While opening a window does provide ventilation, the building's heat and humidity will then be lost in the winter and gained in the summer, both of which are undesirable for the indoor climate and for energy efficiency.

Your Envirovent Energivent S Flow gives you much more in control of the climatic conditions in your home. It works by bring in fresh air from the outside and recycles the otherwise wasted heat from your bathroom and kitchen.

The heat exchanger block can recover up to 89% of the normally wasted heat.



Benefits of MVHR

- Summer bypass
- Filters easily removed
- Washable filters

PART THREE

3.1.2 Solar Hot water

Your home has been fitted with Solfex SSK 2.1 Solar Thermal Collectors. This solar water heating system absorbs solar energy and converts it to heat which is then pumped directly to your hot water cylinder – providing hot water from a clean, renewable source of energy. Solar water heating panels do not rely on high temperatures or direct sunlight to work. Even on cloudy days, they can deliver significant energy savings. That's because they work on the principle of light absorption, rather than needing heat or direct sunlight.

features and benefits:

- As solar energy harnesses the energy from the sun, it produces none of the CO2 emissions of using fossil fuels
- solar panels can be fully recycled
- The Solfex system includes a control, which enables you to set the hot water temperature you require with ease
- Solfex requires minimal maintenance and is extremely robust

Solar Thermal Controller – Holiday Function

If your property is vacated for more than 24hrs during the months of April – September it is vital the holiday function is switched on, please refer to your solar controller manual or housing association for further details.

This function will activate the solar circulation pump at night to aid cooling the hot water within your hot water solar cylinder. Upon your return if the temperature is 170˚C or above please contact an approved installer immediately. Any delay may cause further damage.

PART THREE

3.1.3 Rainwater Harvesting

How the System Works

On the Silas Court Development a Rainwater harvesting System has been incorporated. The System consists of an underground tank then pumps the rainwater which is collected from roofs for use in flushing toilets. This is an automated system and you won't even know its there.

System Features:

- Underground tank
- Manhole cover lid for access to the tank for inspection
- An internal filter positioned within the top of the underground tank that the down pipes connect to a submersible water pump inside the tank that pumps the harvested water to a header tank in your loft space.

Benefits of the system:

- Free source of water
- The water is kept out of the storm-water management system, thereby helping to reduce flooding risks
- Rainwater is better for your garden as it has a balanced ph and is free of chemicals such as chlorine.

Please note that this is a fully automated system and will require no intervention from tenants. Should you have any issues please contact the housing association who will contact the appropriate persons.

PART THREE

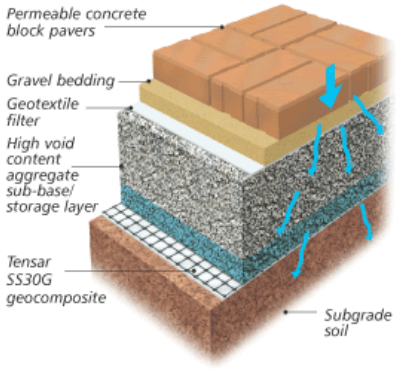
3.1.4 Sustainable (Urban) Drainage Systems

SUDS is designed to reduce the potential impact of new and existing developments with respect to surface water drainage discharges.

SUDS
Sustainable Urban Drainage Systems

They are designed to replicate natural systems that use cost effective solutions with low environmental impact to drain away dirty and surface water run-off through collection, storage, and cleaning before allowing it to be released slowly back into the environment.

Conventional drainage systems are renowned for flooding and polluting of the environment and as a result can cause harm to wildlife & habitats and can contaminate groundwater sources which are used for drinking water. The Weholite System at the development at Silas Court has been designed by a hydrologist to be easily managed and will be maintained by your housing association.



SUDS use the following techniques:

- source control
- permeable paving such as pervious concrete
- storm water detention
- storm water infiltration evapo-transpiration (e.g. from a Green roof)

PART THREE

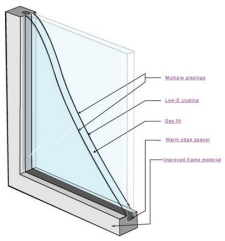
3.1.5 Prefabricated Timber Frame

Timber frame construction has developed significantly over recent years and is seen by the industry as an excellent way to meet demand for more energy-efficient homes while helping to reduce CO2 emissions and help mitigate the effects of climate change.

Your home has been constructed using a Prestoplan System which is a open panel system which is pre-assembled wall panels and typically include insulation, moisture control layers and the weathering envelope. The benefits of this type of construction is speed of construction, improved quality may be improved due to more co-ordinated supply chain processes and production in controlled factory environments.

3.1.6 Low-E Glass

Low-emission glass (Low-E) is a clear glass that has microscopically-thin coating of metal oxide. This allows the sun's heat and light to pass through the glass into the building. At the same time it blocks heat from leaving the room, reducing heat loss considerably. It increases the energy efficiency of windows by reducing the transfer of heat or cold through glass. That means in the winter your house stays warmer, and in the summer it stays cooler.



3.1.7 Certified Timber

All the timber used in your home is Certified Timber which has been sourced from responsibly managed forests. This ensures that your home has not caused unnecessary damage to the environment when sourcing construction materials for your home.

PART THREE

3.1.8 Tips on Energy Saving

HEATING ECONOMICALLY

The boiler is designed to provide a high level of comfort while keeping gas consumption and the resulting environmental effect as low as possible. The gas supply to the burner is controlled according to the level of demand for heat. The boiler continues to operate with a low flame if the demand for heat reduces. The technical term for this process is modulating control. Modulating control reduces temperature fluctuations and provides even distribution of heat throughout the home. This means that the boiler may stay on for relatively long periods but will use less gas than a boiler that continually switches on and off.

CURTAINS

Lined curtains, or heavier full length curtains can provide excellent insulation. However, always ensure that the curtains do not drape over radiators.

DRAUGHTS

Try to ensure that draughts around doors, windows, letterboxes and keyholes etc. are reduced by using a suitable draught excluder. Warning - Do not block or seal any air vents that are installed to ensure the central heating boiler operates safely.

ROOM THERMOSTATS

Reducing the setting of the room thermostat by 1°C can reduce fuel consumption by up to 10%.

RADIATORS

The performance of the radiator will be affected if the curtains are allowed to drape over the radiator or shelves are fitted above it. The positioning of furniture and tables in front of the radiator should also be avoided.

It is advisable to manually adjust all radiator thermostatic valves every 2-3 months to prevent them sticking. It is also important that the plastic tops of all valves are always in position and not cracked or damaged to prevent accidents. Care should be taken when vacuum cleaning carpets to avoid damage to valves and pipe work.

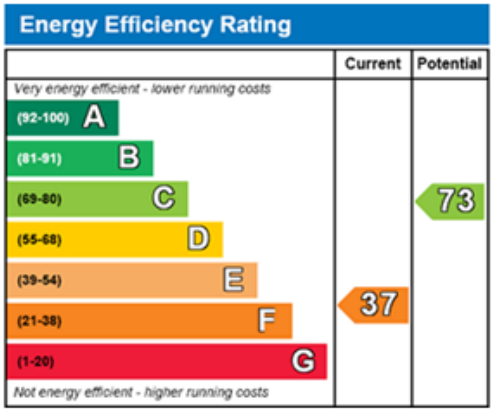
PART THREE

3.2 Energy Usage

3.2.1 Energy Performance Certificates

Better Known as (EPCs) they give you information on how to make your home more energy efficient and reduce carbon dioxide emissions. All homes bought, sold or rented require an EPC. Around 27 per cent of the UK's carbon dioxide emissions come from domestic homes.

In the appendices of this guide you will find one that is specific to your home.



Example of energy efficiency rating graph for homes

What they tell you

An EPCs contain:

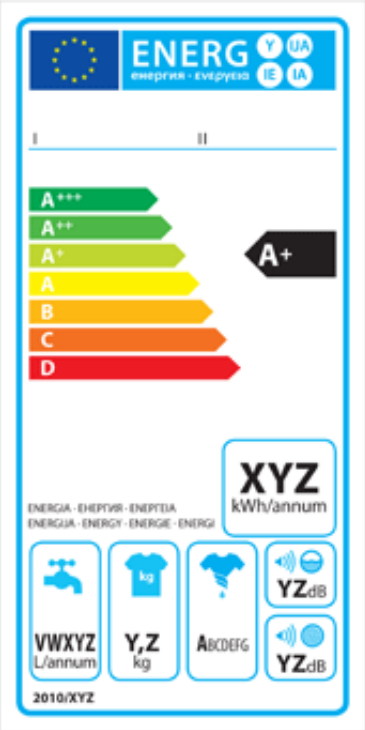
- information on your home's energy use and carbon dioxide emissions
- a recommendation report with suggestions to reduce energy use and carbon dioxide emissions

Energy use and carbon dioxide emissions

EPCs carry ratings that compare the current energy efficiency and carbon dioxide emissions with potential figures that your home could achieve. The rating measured using an 'A' to 'G' grading system. With 'A' being the most efficient, while 'G' is the least efficient. The average efficiency grade to date is 'D'. All homes are measured using the same calculations, so you can compare the energy efficiency of different properties.

PART THREE

3.2.2 Details of EU labeling scheme for white goods



The EU Energy Labelling scheme is a compulsory requirement for all white goods and home appliances sold within the EU. It allows consumers to clearly see the efficiency and energy consumption of a product.

The system used by the EU Energy Label runs from A to G and primarily shows energy efficiency. Other details shown by the scheme including various performance related ratings (also scaled A to G).
Since its introduction in 1995, the EU Energy Label has become a widely recognised and respected guide for manufacturers and consumers alike.

The scheme covers; Dishwashers, Washing Machines, Freezers, Fridge Freezers and Refrigerators.

All of which require a D rating or above.

In the appendices you will also find a Shopper's Guide to Green Labels which has been provide by Defra, The Department for Environment, Food and Rural Affairs. This will help you understand environmental labels on products

PART THREE

3.2.3 Low energy light fittings

Depending on how long your lights are in use every day, just one energy saving light bulb could save you on average around £2.50 a year. And the light bulb will last around 10 times longer than a standard bulb and could save you around £40 before it needs replacing.

Fitting all your light with energy saving bulbs and you could save around £37 a year and £590 over the lifetime of all of the bulbs.

These savings take into account the higher cost of energy saving light bulbs. With prices starting from £1 - £2, you'll usually recoup the extra outlay within a year.

Energy saving light bulbs use between a fifth and a quarter of the electricity of ordinary bulbs to generate the same amount of light. So where you'd normally use a 60W bulb, you'll only need a 11-14 Watt bulb.

Standard bulbs	Energy saving equivalent
25W	5-7W
40W	8-9W
60W	11-14W
100W	20-23W

PART THREE

3.3 Water Usage

3.3.1 Sanitary Ware

Kitchen taps

Pegler Yorkshire Mercia Modern kitchen mono with a 6 litres per min flow restrictor fitted

Toilets

The Galerie FLUSHWISE WC which has won the Waterwise Marque is a dual flush that operates using 4 or 2.6 litres of water.

Shower

The Triton Unichrome Dart Eco shower that operates at 9 litres per min. The showerhead MUST be regularly cleaned to remove scale and debris.

Bath Volume

Twyford Celtic 140 litre bath

Hand basin

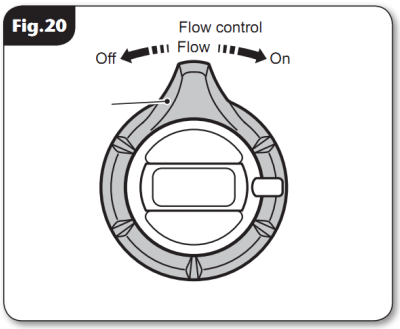
Bristan Java mixer with a flow rate of 4.5 litres per min

PART THREE

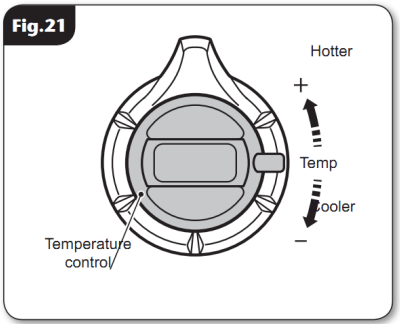
3.3.2 Using the shower

- To start the shower, turn the On/Off flow control fully clockwise for maximum flow (fig.20).

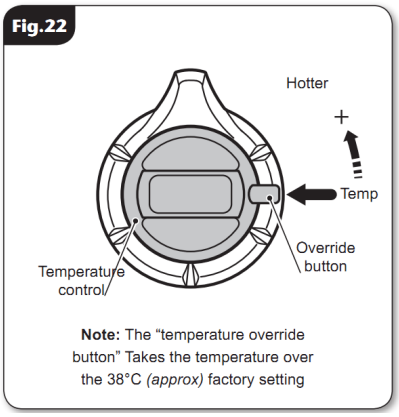
- To stop the shower, turn the On/Off flow control fully anti-clockwise (fig.20).



- To adjust the showering temperature rotate the temperature control – clockwise for cooler and anti-clockwise for hotter (fig.21).



- To override the maximum temperature stop, depress the button and rotate the temperature control past the stop (fig.22).



CAUTION: Exposed metal and chromed surfaces may become hot during use.

PART THREE

3.3.3 Water saving measures and tips

Considerations have been made to limit the amount of water used in your dwelling these include; all wash hand basin taps have flow regulators which limits the flow to 4.5 litres per minute. The toilets have a 4/2.6 litre dual flush which gives the option to save water. The bath has an overflow of 140 litres which is 40 litres less than a conventional bath and your mixer shower has a flow rate of below 9 litres per minute.

There are also simple steps that you can take to reduce your water consumption which will help to save you money and water usage.

- Take a shower rather than a bath
- Don't run the tap whilst cleaning your teeth
- Only boil as much water as you need when making drinks
- Don't leave taps dripping - repair any worn washers
- Only wash full loads in washing machines and/or dishwashers
- Water remaining after boiling eggs can be cooled and used to water plants as this is high in nutrients as is the dirty water taken from a fish tank
- If you drink tap water and normally run the tap for a while to ensure the water is cold, collect this initial supply either in your kettle or to water plants etc. alternatively, instead of waiting for it to run cold keep a jug of water in the fridge.
- Wash vegetables in a bowl rather than under a running tap.

PART THREE

3.3.4 Water Butt

There are also saving that can be made for external water use. Your home has been provided with a water butt that gives you a supply of up to 200 litres of rainwater which can be used for general gardening purposes or even washing your car.

Garden watering is the largest element of domestic external water use in our homes; hoses and garden sprinklers can be extremely wasteful of water and a sprinkler can use the same quantity of water in an hour as an average family of four would use in a day. Depending on size and pressure, hoses and sprinklers can use upward of 540 litres of water per hour.

By using your water butt you are taking advantage of this free resource whilst reducing the amount of water being discharged into drains and watercourses; helping to reduce the risk of localised flooding and importantly reduce your water bills.

There are various other products on the market that can also help to reduce the water demand with your garden, for example:

- Drought resistant turf specifically designed to minimise the requirement for watering
- Highly efficient garden irrigation systems
- Water storing gels which hold water and releases it as the soil dries
- Soil conditioners and composts which enable greater water storage
- Even waterless car wash systems are available.

PART THREE

3.3.5 External water use and efficiency

Tips for outdoor water use

- When gardening try to use a watering can, a drip irrigation system or a hosepipe with a trigger and better still connect it to your water butt. This allows for sensible water wise gardening, whilst still conserving supplies.
- Pressure washers use a lot of water. Use them sparingly and think about what you are doing. If must use one to wash your patio furniture or bike, why not do it on the lawn so the water gets recycled.
- Lots of people use bathwater on their garden. Remember this is dirty water. Use it immediately and never store it. Do not use it on fruit or vegetables or near children.
- Use a trigger nozzle on your hosepipe to halve the water used and direct the water flow to the roots of your plants. Alternatively by using a watering can you can significantly reduce the amount of water wasted.
- Your roof collects about tens of thousands of rainwater each year. This could fill your water butts hundreds of times with free water.
- Use a bucket and sponge to wash your car. Just 30 minutes with a hosepipe will waste hundreds of litres. And, using a bucket will give your car a much more precise wash. If you must use a hosepipe, attach a trigger nozzle.
- Use mulch and bark in your garden to reduce evaporation by up to 75%
- Think about mixing some drought resistant bedding and perennial plants to your garden to add diversity.

PART THREE

3.4 Waste & Recycling

3.4.1 Your household refuse and recycling service

Cheltenham Borough Council provides a number of services for residence within the Borough. Services include:

Recycling, refuse, food waste, garden waste collections & Household recycling centres

The collection dates for the applicable services are as follows;

	Days	Frequency
Recycling (Green Box)	Fridays	Fortnightly (with food bin)
Refuse (Green)	Fridays	Fortnightly (with food bin)
Food waste (Caddy)	Fridays	Weekly collection
Garden waste (Brown)	Fridays	(Chargeable service) collected with recycling & food

Recycling

The recycling box collection is a fortnightly collection service on alternate weeks to the refuse bin. The green recycling box and bin is collected fortnightly. Please ensure your bin & box is placed at the kerbside by 6am along with your refuse sacks every other week.

PART THREE

The recycling box is to be used for;

- Mixed Paper
- Cardboard
- Cartons (Tetra Pak)

Please make sure that the bins are placed on the kerbside by 7am next to your larger food caddy.

- Refuse collection (Green bin)

All rubbish collected in the black bin goes to landfill. We encourage all residents to recycle as much as possible before putting anything in the refuse bin. This reduces the impact on the environment and Under the Duty of Care regulations, all householders need to ensure that their refuse is passed to authorised carriers only. Householders not taking reasonable measures to do so could face fines of up to £5,000.

Refuse collection guidelines:

- All rubbish must fit in the bin and the lid must be closed.
- Rubbish placed at the side or on top of the bin will not be collected
- Put your food waste caddy next your bin for collection. The same crew will collect the food waste in a separate compartment one the vehicle.

Collection day changes

When there is a Bank Holiday in the week, the refuse is usually collected one day later. Separate arrangements are made for the Christmas/New Year period.

PART THREE

- Food waste collection

Cheltenham Borough Council operates a food waste collection on a weekly basis.

How to use the weekly food waste collection

1. Line the small caddy with a compostable liner or newspaper
2. Use the smaller caddy in the kitchen to collect the food waste
3. Every few days transfer the food waste (and the liner) to the larger caddy
4. Put the larger caddy outside next to the correct bin, every week for collection

The food waste is then collected weekly which is then turned into compost

- Caddy Facts:

Both caddies are lockable. Rotate the handle to the front of the caddy and it locks. This prevents pets and pests getting inside.

Using a liner will keep the caddy clean but it is recommended that every few months they are washed out with warm soapy water. The water can be tipped down the drain (it's just like dirty washing up water). Caddies are dishwasher safe up to 60°C.

PART THREE

- Garden waste collection

Brown bin garden waste collection

The garden waste collection service makes a significant contribution to Cheltenham's recycling rate.

You can subscribe to the service by ordering and paying in advance for one year. For the duration of the subscription, you will receive a brown wheeled bin in which to keep your garden waste. The brown bin is emptied fortnightly, on the alternate week to your kerbside recycling box.

How the scheme works

If you opt into the scheme you will be issued with a 240 litre brown wheeled bin for your garden waste. The brown bins will be emptied fortnightly. A bin will be delivered within 10 days of payment being taken and it is possible to join the scheme at any time in the year on a 12 month contract.

Only garden waste contained within the bin will be collected from the kerbside. Any additional garden waste can be taken to the recycling centre on Swindon Road. Please ensure you put the brown bin out by 7am on the day of collection.

Please remember that garden waste must not be put in the green refuse bins. Green refuse bins containing garden waste may not be collected and you may be asked to remove the garden waste before a collection can be made.

The council will contact you after 11 months to inform you that your subscription is due for renewal. Your renewal date is set as the first of the month after your bin was delivered.

PART THREE

Sign up (new customers) and get a year's subscription for £36.

1. By telephone - please call 01242 262626, and have your debit/credit card ready for payment
2. In person – you can pay by cash, cheque or credit/debit card at the Municipal Offices reception on the Promenade in Cheltenham
3. Pay online – at www.cheltenham.gov.uk

3.4.2 Information on recycling bins and their location

Within your kitchen cupboard you will find a fitted 30 litre bin for recyclable household waste. This is to assist you with recycling and is in addition to your domestic waste bin.

3.4.3 Waste and Resources Action Programme (WRAP)

WRAP is a non-profit organisation that is supported by government funding. Its main aim that is achieved through working with partners is to prevent waste, promote recycling and develop markets for valuable products. WRAP works with the public providing information and tools that support recycling and reduces food waste. This helps bring measurable gains to the economy and long term benefits to the environment.

WRAP works in England, Scotland, Wales and Northern Ireland to help businesses and individuals reap the benefits of reducing waste, develop sustainable products and use resources in an efficient way.

Areas WRAP Impacts on

Waste prevention

Both at home and at work WRAP seeks to reduce the amount of waste produced protecting natural resources whilst cutting costs and reducing carbon footprints.

Collecting and sorting

Helping people to recycle as much of their waste as possible to reduce the amount of rubbish being sent to landfill and reduce the need to extract materials.

Recycling and reprocessing

Helping the UK recycling and reprocessing sector to create demand for recyclable material.

Market development

Helping with the recycling of material through efficient processes creating high-value products and suitable market demand.

If you would like guidance on recycling and sustainable waste disposal please visit their website for further information; www.wrap.org.uk

PART THREE

3.4.4 Recycling

The local authority offers a bulky domestic waste collection service for the removal of large household items, from outside your home. Before disposing of any unwanted furniture or goods please consider donating your unwanted goods to one of the organisations below. This will save you the cost of disposal and will enable others to reuse you unwanted items.

Furniture Recycling Project
Warehouse 5
The Docks
GL1 2EH

01452 302 303

Emmaus Gloucestershire
Secondhand Superstore
Chequers Road
Gloucester
GL4 6PN

01452 413095

British Heart Foundation Re-use shop
92-96 Northgate Street
Gloucester
Gloucestershire
GL1 1SL

0844 248 9133

Advertise your unwanted items for free at;

www.freecycle.org

www.ilovefreegle.org

And remember you can also obtain items from here for free as well!

You could always sell your unwanted goods on ebay, newsagent's window or even in your local paper

PART THREE

3.4.5 Bulky Waste Collection

However if these options are not suited, as a last resort you can use the local authorities collection service;

Cheltenham Borough Council offers a special collection service for items that do not fit into a standard wheeled bin or dustbin, or weigh more than 25kg. There is a charge of £15.05 per unit for this service. A unit is equivalent to a three piece suite or a double bed and mattress or a cooker. We also collect fridges and freezers as part of this service.

Please note:

- the collection address must be within Cheltenham borough
- collections can only be booked on receipt of payment
- bulky items will be charged at different rates according to their size/weight
- one unit is £15.05
- some items are classed as half units and some as two units
- all collections will be rounded up to the nearest unit.
- no more than 6 units can be collected at one time
- items must be outside of the property for collection
- collections are made from 7.30am
- we are not able to guarantee a collection time

Our conditions of collection are:

- that items for collection are owned by you, and you have requested them to be removed.
- that you are responsible for moving the items to the agreed collection point outside your property where they can easily be collected (for example on the driveway), which is done at your own risk.
- that the council's insurance policy does not allow for its employees to assist in moving items to the collection point. If, in exceptional circumstances, council employees assist in moving items to the collection point, then this will be entirely at your own risk.
- that only items listed on the application for bulky items collection will be removed.

Refunds can only be made if cancellations are requested at least 3 working days before the scheduled date of collection.

PART THREE

To arrange for a special collection

If you have a valid debit or credit card please call 01242 262626

You can also pay by cheque.

A collection date cannot be confirmed until the cheque has been received. On receipt of the cheque and information, a confirmation letter will be sent out advising you of a collection date.

If you wish to pay by cheque please send it with the following details:

- address where the collection is to be made from
- daytime contact telephone number (in case of any problems on collection day)
- location where the items will be left, such as driveway, front garden
- list and quantity of items to be collected

You can also pay in person at the municipal offices or central depot.

PART THREE

3.4.6 Household Recycling Centres (HRC's)

At Household Recycling Centres (formerly known as "The Tip") you can recycle a wide range of materials.

Gloucestershire County Council provides five Household Recycling Centres (HRCs). At these sites, even more items can be recycled than at neighbourhood recycling banks The nearest Household Recycling Centre (HRC) is located on Swindon Road, which is two miles from your home. Alternatively Wingmoor Farm is also three miles away, half a mile west of Bishop's Cleeve on the road to Stoke Orchard. The facility is open all year round except Christmas Day (25th December) and New Years Day (1st January).

PART THREE

3.4.7 Information on compost bins and their location

Your home has been provided with a compost bin which is located in your back garden next to the footpath to make it more accessible. It can be used for disposing of garden waste and house hold organic waste such as; tea bags, uncooked vegetables, fruit and egg boxes. Please read the following guide for details on how to make the best use of your composter.

For further information please visit; www.recyclenow.com

Home Composting - How to Get Started

Step One - Placing your bin

It's best to site your bin on a level, well-drained spot. This allows excess water to drain out and makes it easier for helpful creatures such as worms to get in and get working on breaking down the contents. Placing your bin in a partially sunny spot can help speed up the composting process.

Step 2 - Put these in

Like any recipe, your compost relies on the right ingredients to make it work. Good things you can compost include vegetable peelings, fruit waste, teabags, plant pruning's and grass cuttings. These are considered "Greens." Greens are quick to rot and they provide important nitrogen and moisture. Other things you can compost include cardboard egg boxes, scrunched up paper and fallen leaves. These are considered "Browns" and are slower to rot. They provide fibre and carbon and also allow important air pockets to form in the mixture. Crushed eggshells can be included to add useful minerals.

PART THREE

Step 3 - Keep these out

Certain things should never be placed in your bin. No cooked vegetables, no meat, no dairy products, no diseased plants, and definitely no dog poo or cat litter, or baby's nappies. Putting these in your bin can encourage unwanted pests and can also create odour. Also avoid composting perennial weeds (such as dandelions and thistle) or weeds with seed heads. Remember that plastics, glass and metals are not suitable for composting and should be recycled separately.

Step 4 - Making good compost

The key to good compost lies in getting the mix right. You need to keep your Greens and Browns properly balanced. If your compost is too wet, add more Browns. If it's too dry, add some Greens. Making sure there is enough air in the mixture is also important. Adding scrunched up bits of cardboard is a simple way to create air pockets that will help keep your compost healthy. Air can also be added by mixing the contents. After approximately 6-9 months your finished compost will be ready.

Step 5 - Using your compost

Finished compost is a dark brown, almost black soil-like layer that you'll find at the bottom of your bin. It has a spongy texture and is rich in nutrients. Some bins have a small hatch at the bottom that you can remove to get at the finished product, but sometimes it's even easier to lift the bin or to tip it over to get at your compost. Spreading the finished compost into your flowerbeds greatly improves soil quality by helping it retain moisture and suppressing weeds. Composting is the easiest way to make your garden grow more beautiful.

PART THREE

3.5 Sustainable DIY

If you are planning to carry out DIY it is important to choose the most suitable materials for the job. Here are some tips to ensure that you chose products that are sustainable, non-hazardous and are suited to your home.

Decoration @ Silas Court

Paint used: Gliden Contract Matt throughout — Available from: Widely

---

Tiles used:	Available from:
Bathroom – Alpine White 300 x 200mm (flat white)	Johnson Tiles
Kitchens PRN57 Sharp Grey 150 x 150 mm	

Fixings – it is important to remember that your house is constructed using a timber frame so when fixing a picture frame to the wall for example you will need to check exactly what you are screwing into. It will be either plasterboard or into the stud wall, in the case of it being plasterboard you will need a cavity wall fixing. If it is stud you should be able to screw directly to the wall. If you are in any doubt you should contact a professional as it is essential that know exactly what you are screwing/drilling into prior to starting.

Timber – the timber you choose can have an impact on the environment. Materials that are less environmentally damaging do not necessarily cost more, often perform well, and many are widely available.

PART THREE

Paints & Finishes

When choosing a paint or finish try to find one with a low environmental impact. You can do this by choosing:

- a product without a hazard warning on the label
  (a black symbol on an orange or yellow square, with a description of the hazard)
- 'natural' or 'all natural' paints, milk paints and white washes can contain less harmful substances than ordinary paint
- calculate how much paint you need and try not to buy too much - a lot of paint that people buy is never used
- look for the European Ecolabel for indoor paints (shown in the background)

Volatile organic compounds (VOCs)

Most paints contain VOCs, which can be harmful to humans, wildlife, plants and even building materials. New legal limits have been introduced for VOC content in paints and varnishes used around the home. VOC content must now be displayed on all such products:

- choosing the appropriate product with the lowest VOC content you can will help reduce harmful effects

Think twice about projects that consume energy

Some DIY projects will increase your energy usage significantly, increasing fuel bills and your contribution to climate change. If possible:

- think about using solar power for water features and lighting in your garden

Manufacturing tools use energy and resources, but many are hardly used. The average drill is used for less than 15 minutes in its entire lifetime, so consider borrowing or hiring instead of buying.

PART THREE

3.6 Tips for making the best use of your Home

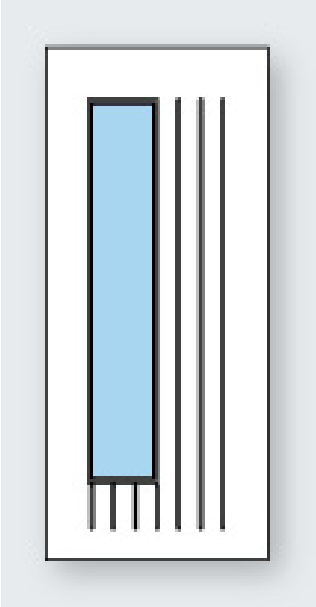
3.6.1 General

Windows

Have been provided by Sameday Windows are designed and constructed to require minimum maintenance. PVCu frames are chemically stabilised to prevent discolouration and should only require an occasional clean with warm water and detergent to prevent a build-up of dirt and pollutants.

Doors

Your front and rear doors have been provided by Russell Timber which are designed and manufactured to ensure suitability of purpose. Manufactured from sustainable, certified timbers with an optimum lifespan, Your doors have a 35 year plus life-span rating, which is approved by the *LHC* who are a *not-for*-profit consortium set up to provide effective procurement solutions for local authorities, housing associations, schools and other public sector bodies..



Door Reference - Russell Doors QTE3 ECO

PART THREE

To ensure that your windows and doors remain in A1 condition please follow the care guidance below

Listed below are some useful do's & don'ts:

DO

- Clean the glass regularly with a liquid spray glass cleaner
- Occasionally wash the PVCu with warm soapy water and wipe dry
- Use PVCu cleaner on isolated stubborn stains by applying with a damp cloth
- Always ensure that the drainage slots are kept unblocked and free of dirt etc
- Keep hinge and locking gear tracks clear of dust and debris to reduce wear

DON'T

- Use glass cleaner on PVCu
- Use coloured glass cleaner
- Use abrasive past cleaner
- Use excessive pressure
- Use high pressure or steam cleaners
- Use any type of bleach, solvent or adhesives
- Use any unspecified tools or abrasive papers such as sandpaper

3.6.2 Minimising Condensation

Although you can not see it there is always moisture in the air. This can appear as condensation and be seen as steam or mist on your bedroom windows in the morning, in the bathroom mirror or from your 'breath' that you can see when you go out on a cold day. It mainly appears in cold weather and is found on the coldest surfaces or in places where there is little or no movement of air. You will find it in the corners of rooms, or near windows or behind furniture. It mostly appears on north facing walls which are colder because they do not get the sun.

The damp caused by condensation can cause mould to grow on walls, fabric and furniture which eventually leads to rotting. It can also cause paint to blister and wallpaper to peel off. Mould gives off tiny seeds called 'spores' - these spores float in the air (this is how it spreads) and can make conditions such as Asthma.

Modern construction techniques such as insulation to walls, draught proofing on doors and sealed window units have made it easier for you to keep your home warm by minimising draughts and stopping heat escaping from your home. But these improvements also stop moisture escaping. To reduce the risk of condensation in your home a control system can be installed such as Mechanical Ventilation Heat Recovery (MVHR). Please see section one for further details.

PART THREE

There are a number of things you can do:

Make less moisture

- Wipe the water from your windows and sills with a cloth, but make sure you wring your cloth out in the sink and don't put the wet cloth on a heater to dry. Putting a wet cloth on a heater allows the water to evaporate back into the air which means it will re-appear as condensation when the temperature drops.

- Don't dry washing inside your home. All the water from your clothes will go straight into the air and as soon as the air cools you will get condensation on your windows and walls.

- Put lids on you saucepans when you cook. This keeps steam in the pan and saves money on your fuel bill.

- Vent your tumble drier outside. If your dryer is not self condensing make sure you put the hose out of a window to ensure the hot, moisture filled air produced by the machine does not condense inside your home. Opening a window is not enough. You can get hose kits from most electrical & DIY stores.

Increase the Ventilation

- Use the trickle ventilators in your windows. You need a good air flow to help get rid of moisture which is produced in your home all the time. Modern windows have pull down flaps to help ventilate your home. Keep these open as much as possible so damp air can escape.

- Open a window when cooking and after showering/bathing. Boiling pans, hot baths and showers produce lots of steam. Opening a window ensures this steam condenses outside rather than inside your home.

- It also helps to keep your kitchen and bathroom doors shut when these rooms are in use for about 20 minutes after to stop moist air getting into other rooms. When your kitchen, bathroom or other rooms are not in use leave doors open so heat can spread evenly through your home.

Allow air to circulate

- Do not put furniture against the outside walls of your home. The inside walls (between rooms) are always warmer and are therefore less prone to condensation. Leave a gap between the wall and the furniture so air can circulate and ensure that wardrobes and cupboards are properly ventilated to prevent mould growing inside.

Keep your home warm

- When moisture condenses on your walls it makes them colder. This causes you to loose heat and increases the risk of mould growing. It then takes more energy to heat your home to a comfortable temperature which costs more. Heating your home efficiently helps reduce condensation and could save money on your heating bills. Try to keep your home above 18°C (63°F) - most people find a comfortable heat is around 21°C (70°F). Condensation is sure to occur if you let your home fall below 18°C.

Remove mould as soon as you find it

- You MUST remove mould as soon as you find it to stop it spreading and causing more damage to your home. You can get special cleaning products from DIY stores (always follow the manufacturers instructions) or you could use Detol Mould Remover which is available in all major superstores.

PART THREE

3.6.3 Care of Kitchen

Premiere Kitchens' units are designed to give many years of reliable service in normal household conditions. However it should be noted that the product is a piece of fitted furniture and should be treated with care, paying particular attention to the following areas.

Cleaning of Doors and Drawer Fronts

- These should be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.

- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Avoid excessive water or any other liquid.

Cleaning Interiors of Units

- Brush out any loose dust etc. The interior should then be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.

- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the unit bottom with excessive water or any other liquid.

- Drawer Boxes system is designed to operate under a maximum load of 25kg. Do not lean on partly opened drawers as this may cause the drawer box to part from the drawer runner.

- To remove drawer boxes Pull out the drawer box until it resists. Tip the front upwards to disengage the box from the runners.

PART THREE

To clean drawer boxes

Remove drawers from the units and brush to remove loose dirt etc. Clean the drawer box using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.

Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the drawer bottom with excessive water or any other liquid.

General Care

1. Never place hot cooking utensils taken straight from the hob or oven directly onto the worktop surface as this will cause damage. Use heat resistant mats. The Duropal laminate is tested to a temperature of 180c. Boiling water and cooking splashes will therefore do no harm to the surface of the worktop.

2. Do not allow water or other liquids to stand on the worktop or collect around joints and cutouts. Wipe away immediately.

3. Check the seal around all inset sink tops, hob cut-outs, end caps, jointing strips etc. thoroughly in order to ensure no moisture penetration. Always use a sealing agent on exposed chipboard edges and if an edging becomes loose or is damaged have it replaced immediately.

4. Do not cut objects directly on the worktop always use a chopping board for preparing food.

Cleaning Worktops

The major advantage of Premiere Kitchens' worktops is that the HPL surface makes cleaning so simple. Usually a moist cloth is sufficient, but use washing-up liquid to get rid of any grease. Stubborn dirt can be removed with an organic solvent such as methylated spirits or alcohol. Brushes with soft nylon bristles may be used for textured surfaces to ensure a more thorough cleaning but abrasive scouring pads, creams and even polishes should be avoided.

PART THREE

3.7 Emergency Information

3.7.1 General

Make sure that you know where the cut offs and switches are situated, so they can quickly be turned off should an emergency situation arise.

Turn off the ELECTRICITY at the consumer unit in your Hall by flicking the switch to off

Turn off the WATER under the kitchen sink

You may be charged for attending to problems caused by wilful damage as detailed in your Tenancy Agreement and Oxbode "Tenants' Handbook". Reference should also be made to the Oxbode "Repairs Handbook" provided in the sign-up pack.

Maintenance/Repair

If you have any maintenance requirements or require an urgent repair your point of contact is Oxbode Housing Association. The number below is operational 24hrs a day.

Oxbode Housing – 01452 505359

PART THREE

3.7.2 Electrical

Smoke alarm

Your home has been fitted with an Aico Ei156TLH optical alarm in the kitchen and an Aico Ei154TL heat alarm upstairs. Both of these alarms run off mains power and in the event of power failure have a rechargeable battery backup which can last up to 6 months without a mains power supply.

- The green indicator shows that mains power is present and every 40 seconds the red light will flash to show that it has self tested.

- Pressing the button will test the alarm and sound the horn while suppressed

- When the battery is empty the alarm will flash and beep every 40 seconds to indicate in needs recharging

- Alarm has a 5 year guarantee

PART THREE

3.7.3 Carbon Monoxide

The Carbon Monoxide Alarm which is fitted next to the boiler is there to help protect your home from the dangerous effects of carbon monoxide. It should always have a green light showing and be checked weekly by pressing the hush button to test the alarm. If the alarm fails to operate when the hush button is suppressed switch off the main supply please contact Two Rivers Housing for further advice.

If the alarm was to detect carbon monoxide the red light will flash and then the alarm will sound.

What you should do:

(1) Open the doors and windows

(2) Turn off fuel burning appliances (the alarm can be silenced by pressing the hush button in the same way a smoke alarm can).

(3) Evacuate the property

(4) Call the National Grid Gas Emergency line on 0800 111 999

(5) When safe to do so please contact Oxbode Housing maintenance team on 01452 505359 so that they are aware of the situation.

PART THREE

3.7.4 Plan Your Escape

Create an Escape Plan

As recommended by the Fire and Rescue Service every household should have some sort of escape plan just in case the worst was to happen. Hopefully you will never have to use it, but it is important to prepare for it so there is no delay when put into action.

The Fire and Rescue Service can help you devise an escape plan, free of charge.

Key things to consider when devising an Escape Plan

- Plan together as a family ensuring that all the children in the household know the plan and what to do in the unlikely event of fire occurring
- Consider any special arrangements that may be needed for example elderly people
- Ensure that the escape route is practicable and clear from obstruction.
- Consider where any keys necessary for escape are kept and familiarise yourself with the operation of any windows and doors which might be needed for escape.

More information on how to devise an Escape Plan can be found on the Fire and Rescue Service website (www.fireservice.co.uk).

PART THREE

3.8 Links, References & Further Information

Energy Savings Trust

21 Dartmouth Street,
London, SW1H 9BP

0800 512 012
www.est.org.uk

Recycle now

No address available

0845 600 0323
www.recyclenow.com

Waterwise

1 Queen Anne's Gate
London, SW1H 9BT

0207 344 1882
www.waterwise.org.uk

WRAP

The Old Academy, 21 Horse Fair
Banbury, OX16 0AH

01295 819 900
www.wrap.org.uk

PART FOUR

4.0 Site and Surroundings

4.1.1 Places to Visit

Gloucester Waterways Museum

Submerge yourself into the fascinating world of Gloucester's Victorian docks and meet the people and wildlife of our wonderful waterways.

An exciting selection of events and workshops runs throughout the year, such as Boater's Craft Demonstrations, and Roses and Castles Painting where visitors can try their hand at traditional canal painting.

Admission: 2012 Prices:

Adult £4.95

Child £3.50

Children under 4's admitted free

Opening Times: 2012

Open daily throughout the year

Open: 11am - 4pm

July - August 10.30am- 5.00pm

Gloucester Waterways Museum,

Llanthony Warehouse, The Docks,

Gloucester, GL1 2EH

01452 318200

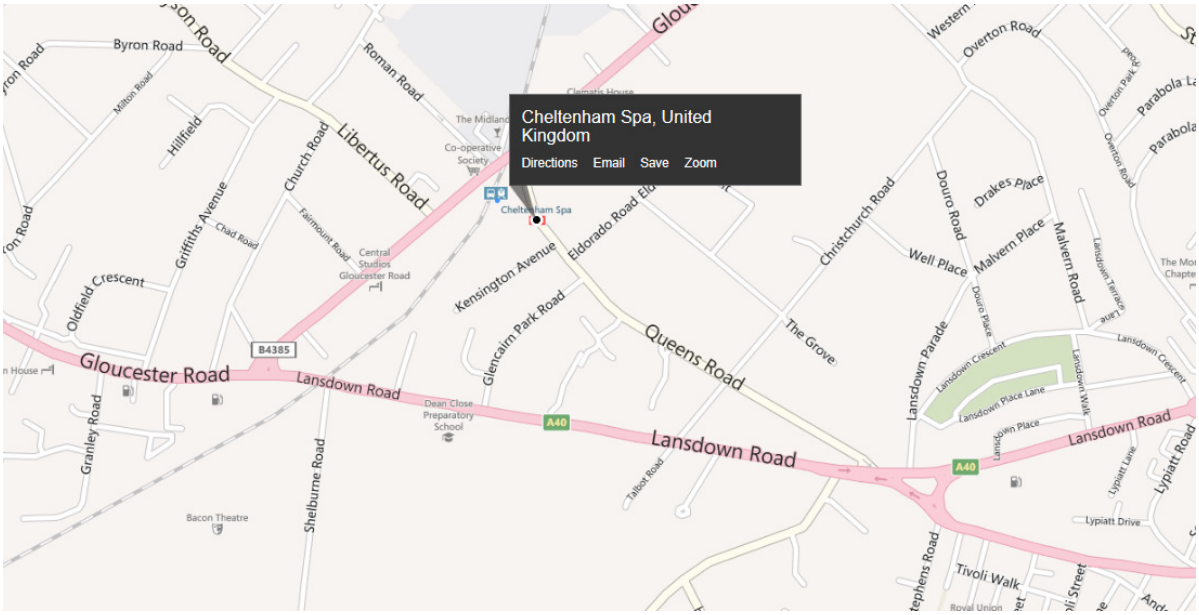
www.gloucesterwaterwaysmuseum.org.uk

PART FOUR

4.1.2 Train

Your nearest train station is Cheltenham Spa and is located at the map below. For further enquires and train times please contact the following;

Station info	Buying tickets
Cheltenham Spa Station Queens Road Cheltenham Gloucestershire GL51 8NP firstgreatwestern.co.uk	nationalrail.co.uk thetrainline.com virgintrains.co.uk



PART FOUR

Historic Railway Travel

The Gloucestershire Warwickshire Railway is a volunteer-run heritage railway that has reopened the closed railway line offering a 20-mile round trip between Toddington and Cheltenham Racecourse through some of the most spectacular scenery in the Cotswolds. The Railway attracts a varying range of steam locomotives and has its `home´ fleet of heritage diesel locomotives.

Gloucestershire Warwickshire Steam Railway

The Railway Station, Toddington, 01242 621405
Gloucesteshire, GL54 5DT www.gwsr.com

4.1.3 Bus Route

The C Service which is operated by Stagecoach travels through Hesters Way Road and will take you to the main bus depot on the high street in approximately 28 mins. You will find a timetable for this service in the appendices of this Guide. This service links the suburbs of Cheltenham to the town centre and further afield such as Tewskesbury and Gloucester. Please be aware that this is an infrequent service but fortunately it runs past bath road.

For more bus service information please visit www.stagecoachbus.com/

PART FOUR

4.1.4 Park & Ride Schemes

Due to the location of your home there are no park & ride facilities close to your home but if travelling further afield to Cheltenham or Gloucester Park and Ride services can help you avoid the hassle and stress of city centre driving, finding a parking space or the expense of city centre parking.

The park and ride services operating in Gloucester are shown below.

Arle Court Park & Ride Cheltenham GL51 6SY	The car park is at Cheltenham Racecourse, which is well signposted. The service is commercially run by Stagecoach (Service D) and operates up to a 10 minute frequency.

For further information on bus routes and services please contact:

Integrated Transport Unit — 01452 425543

Gloucestershire County Council — timetables@gloucestershire.gov.uk

PART FOUR

4.1.5 Cycle paths

Cycling Information

It is commonly considered that the majority of all car journeys made are for less than five miles, by avoiding these short journeys wherever possible you can help reduce carbon dioxide emissions along with reducing noise and air pollution. The health and fitness of the cyclist can also improve.

Cycle Storage

The provision of secure cycle storage shed or similar has been provided within your home giving a convenient and safe place to store bicycles when they are at home.

As your home is situated in a rural location there are no cycle lanes so please take care when using the highway.

For more information on cycling in the region please visit the following websites;

Cycle Routes	Cycle Clubs
cycle-route.com	cheltenhamctc.org
Sustrains.org.uk	www.cc-cc.co.uk

PART FOUR

4.1.6 Car Hire

Apex Self Drive	Blink Car Hire	Sixt Car Hire
Marshall House, Wyman's Lane, Swindon Village, Cheltenham, GL51 9QF	Kingsditch Lane, Cheltenham GL51 9PB	Kingsditch Lane, Cheltenham GL51 9PB
01242 233084	01242 250885	0844 248 6620
apexselfdrive.co.uk	blinkreservations.com	sixt.co.uk

PART FOUR

4.2 Local Amenities

The following provides you with the locations of various amenities within the local area;

Schools

St Thomas More Primary School Lewis Rd, Cheltenham, Gloucestershire GL51 0HZ	01242 513339 st-thomasmore.gloucs.sch.uk
Hesters Way Primary School Dill Avenue, Chelt, GL51 0ES	01242 525616 hestersway.gloucs.sch.uk
Cheltenham Bournside School and Sixth Form Centre Warden Hill Road, Cheltenham, GL51 3EF	01242 235555 bournside.gloucs.sch.uk
Gloucestershire College Princess Elizabeth Way, Cheltenham GL51 7SJ	0845 155 2020 gloscol.ac.uk

GP surgeries

The Springbank Surgery Springbank Way, Cheltenham, Gloucestershire GL51 0LG	01242 234306 springbank-surgery.nhs.uk
St Catherines Surgery St Pauls Medical Centre, 121 Swindon Rd, Cheltenham GL50 4DP	0844 477 8961 stcatherines-surgery.co.uk

Community Centre

Hesters Way community resource centre, Cassin Drive, Hesters Way, Cheltenham, Gloucestershire, GL51 7SY	01242 521319 www.hwnp.org

Play Areas

Hesters Way Park	Adjacent to Gloscol
Springfields Park, Hesters Way,	Turn left onto Hesters Way Lane, then the entrance is on your right

PART FOUR

Outdoor areas

Gloucester Docks

The former dock estate has become a popular destination where visitors can enjoy interesting views and a range of modern facilities while wandering around a remarkably complete example of a Victorian port. Views include many fine warehouses and other dock-related buildings that have been found new uses. Where ships once discharged their cargoes, there is now an ever-changing miscellany of visiting narrow boats, smart motor cruisers and the occasional yacht or tall ship. The whole area is suitable for wheel-chairs.

Cotswold Farm Park

Whether you are looking for a great family day out, the opportunity to interact with our unrivalled collection of domestic rare breeds, or the chance to learn more about farming and conservation – we have been here to welcome you since 1971, and our visitors tell us the experience just keeps on getting better.

Cotswold Farm Park, Guiting Power, GL54 5UG

01451 850307

www.**cotswoldfarmpark**.co.uk

PART FOUR

Allotments

Central Depot,
Swindon Road, Cheltenham, Gloucestershire, GL51 9JZ
01242 250019
allotments@cheltenham.gov.uk

Supermarket

The Co-operative Food
Edinburgh Place, Cheltenham, Gloucestershire GL51 7SA
01242 525190
co-operativefood.co.uk

Place of Worship

Hesters Way Baptist Church
Ashlands Rd, Cheltenham, Gloucestershire GL51 0DH
hestersway.org

Pharmacy

Lloyds Pharmacy
56 Edinburgh Pl, Cheltenham, Gloucestershire GL51 7SA
01242 516623
lloydspharmacy.com

Alchem Pharmacy
Springbank Resource Community Centre Springbank Way,
Cheltenham, Gloucestershire GL51 0LG
01242 255061

Leisure Centre

Leisure At Cheltenham
Tommy Taylor's Lane, Cheltenham, Gloucestershire
GL50 4RN
01242 528764
leisureatcheltenham.com

Public House

Cross Hands
Tewkesbury Rd, Swindon, Cheltenham GL51 9AJ
01242 233847

Newsagents

Beaumont Stores
4 Beaumont Road, Cheltenham GL51 0LA
01242 522 143

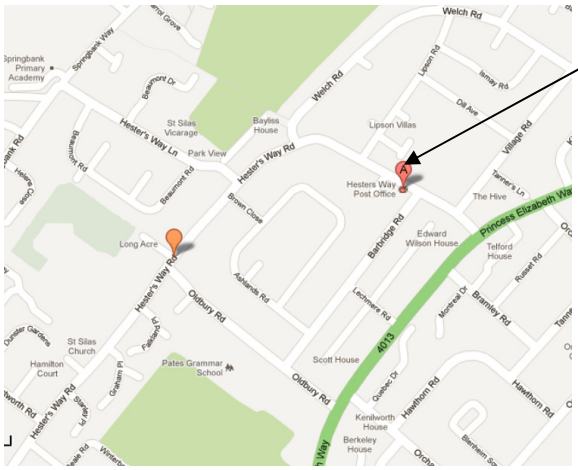
PART FOUR

Post Office

Hesters Way Post Office
8-10 Hester's Way Rd, Cheltenham, GL51 0DA

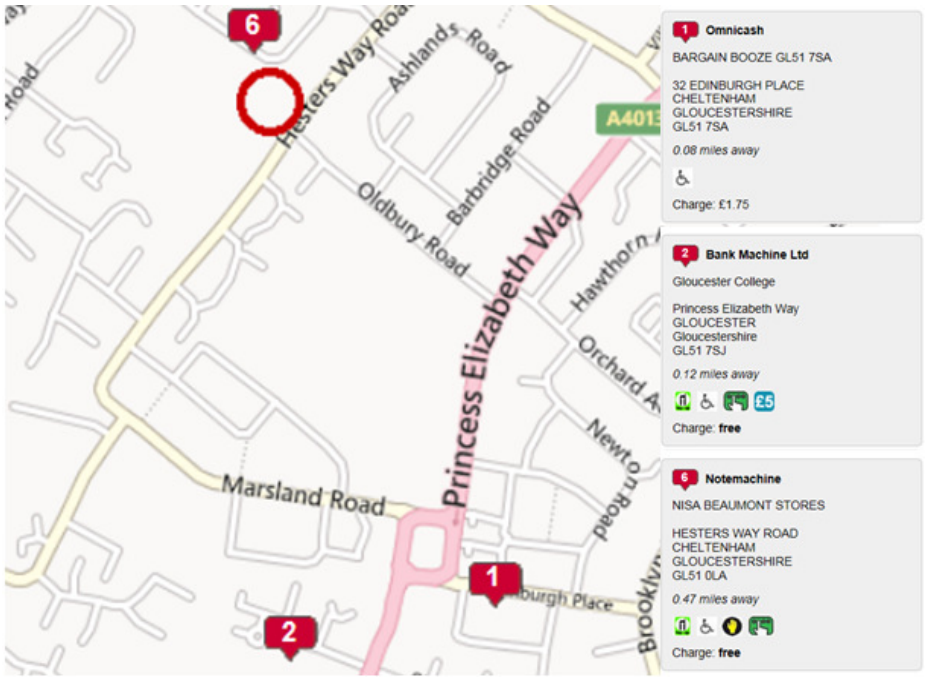
0845 722 3344
postoffice.co.uk

.



Nearest Post office

Cash Points



For more cash points please visit the following; www.link.co.uk

PART FOUR

4.2.1 Responsible Purchasing

Reduce the energy costs of running your white goods appliances

Apart from heating your home, the energy you use in your home is mostly used up by appliances so a lot of attention is being paid to making them use less energy. Although this is good for reducing bills and the environment, there is a much simpler and cheaper way to reduce costs.

To reduce the energy costs of running appliances you should make sure that your buying electricity and gas from one of the cheaper suppliers. Most people can save a significant amount of money each year – even if they've already changed suppliers before.

These savings can be far greater than the savings you could make by replacing an appliance with one that uses less energy. We don't need to get obsessive about constantly transferring to the cheapest energy supplier but it does make sense to at least check we aren't paying way over the odds by keeping an eye on competitive tariffs.

organic food procurement/ food growing/ local produce

Georges Organic 10 Bennington Street Cheltenham, GL50 4ED 01242 238 733	George's Organic Café George's Organic Café provides work experience for our service users, it offers social inclusion within the local community and is an ideal situation for socializing. We market the café to local businesses and the public.
Slipstream Organics Unit 2, Ullenwood Court, Ullenwood Cheltenham, GL53 9QS	www.slipstream-organics.co.uk 01242 227273

PART FOUR

4.2.2 Emergency Information

In case of an emergency please dial 999

Contact Details of the Emergency Services

Accident and Emergency

Cheltenham General Hospital
Sandford Road
Cheltenham
Gloucestershire
GL53 7AN

08454 222222

gloshospitals.org.uk

Minor Injuries Unit

Cheltenham General Hospital
Sandford Road
Cheltenham
Gloucestershire
GL53 7AN

08454 222222

gloshospitals.org.uk

Police Station

Whaddon Police Station
Cotswold Road,
Cheltenham
Gloucestershire
GL52 5HD

0845 090 1234

Fire & Rescue Service

Gloucestershire Fire Station
Eastern Avenue
Gloucester
Gloucestershire
GL4 4LP

01452 753333

PART FOUR

4.3 Links, References & Further Information

If you would like any further information on this HUG or require an alternative format of the guide please contact the following;

Oxbode Housing Association
9 Pullman Court
Great Western Road
Gloucester
Gloucestershire
GL1 3ND

phone: 01452 505359
Fax: 01452 300797
E-mail: info@oxbodehousing.org.uk
Web site: www.oxbodehousing.org.uk

Opening times: 9.00am - 1pm & 2pm – 5pm Monday to Friday

Alternatively electronic versions can be found at the following address

www.markeyconstruction.co.uk

If you would like any further information on what has been covered in the guide please contact the following organisations

Cheltenham Borough Council

Municipal Offices Promenade, Cheltenham, Gloucestershire, GL50 9SA

01242 262 626
enquiries@cheltenham.gov.uk

Gloucestershire County Council

Shire Hall, Westgate Street, Gloucester, GL1 2TG

customerservicecomplaints@gloucestershire.gov.uk

01452 425000
www.gloucestershire.gov.uk

PART FOUR

CYCLING

Sustrans

Sustrans is the UK's leading sustainable transport charity

0845 1130065
www.sustrans.org.uk
info@sustrans.org.uk

Better By Bike

Everything you need to get on your bike

www.betterbybike.info

Gloucestershire County Council

Shire Hall, Westgate Street,
Gloucester, GL1 2TG

01452 425000
www.gloucestershire.gov.uk/cycling
ltp@gloucestershire.gov.uk

Bikeability

Bikeability is the Cycling Proficiency Test for the 21st century

www.bikeability.org.uk
contactus@bikeability.org.uk

LOCAL TRANSPORT PROVIDERS

Stagecoach West

Stagecoach West, 3rd Floor, 65 London Rd,
Gloucester, GL1 3HF

01452 418630
www.stagecoachbus.com

First Great Western

Customer Services Team, First Great Western,
Freepost SWB40576, Plymouth, PL4 6ZZ

08457 000125
www.firstgreatwestern.co.uk

SERVICES

Link

Find your nearest cash points

www.link.co.uk

Post Office

www.postoffice.co.uk

RESPONSIBLE PURCHASING ADVICE

Responsible Purchasing Initiative

c/o Traidcraft Exchange, Unit 306, 16
Baldwin's Gardens, London, EC1N 7RJ

0207 2423955
www.responsible-purchasing.org
responsible-purchasing@traidcraft.org

Energy Saving Trust

21 Dartmouth Street, London,
SW1H 9BP

0800 512012
www.energysavingtrust.org.uk

Forest Stewardship Council

11-13 Great Oak Street, Llanidloes,
Powys, SY18 6BU

01686 413916
www.fsc-uk.org
info@fsc-uk.org

Forestry Commission

Public Enquiries, 231 Corstorphine Road,
Edinburgh, EH14 5NE

0845 3673787
www.forestry.gov.uk
enquiries@forestry.gsi.gov.uk

Fairtrade Foundation

Ibex House, 42-47 Minories,
London, EC3N 1DY

020 7405 5942
www.fairtrade.org.uk

Soil Association

South Plaza, Marlborough Street,
Bristol, BS1 3NX

0117 314 5000
www.soilassociation.org
ff@soilassociation.org

PART FIVE

Appendices

5.1 Energy Performance Certificates

5.2 Electric Safety Certificate

5.3 Gas Safety Certificate

5.4 Shopper's Guide to Green Labels

5.5 European Labeling Scheme Information

5.6 Bus Timetable

5.1 Energy Performance Certificates

5.2 Electric Safety Certificate

5.3 Gas Safety Certificate

5.4 Shopper's Guide to Green Labels

5.5 European Labelling Scheme Information

5.6 Bus Timetable